

Ameren-CIPS 1998 Reliability Assessment

ATTACHMENT A – CUSTOMER SATISFACTION SURVEY

Commercial & Industrial (C&I) Ameren-CIPS Illinois Customers – 300 customers surveyed

Residential Ameren-CIPS Illinois Customers – 900 customers surveyed

I would like to know how you rate your electric company overall on a scale of “1” to “7”, where “1” means “very unfavorable” and “7” means “very favorable.” The more favorable you generally feel toward your electric company, the higher the number you would give.

	1	2	3	4	5	6	7	Don't Know
C&I	1%	0%	4%	9%	26%	29%	29%	1%
Residential	1%	2%	4%	10%	27%	23%	33%	2%

Based on what you have seen or heard about the price of electricity around the country, how does the price you pay for electricity compare to what other pay?

	C&I	Residential
1. Much more expensive than others	7%	5%
2. Somewhat more expensive than others	12%	14%
3. About the same price as others	43%	39%
4. Somewhat less expensive than others	13%	14%
5. Much less expensive than others	4%	3%
6. (Don't know)	22%	25%

Now I'm going to read you a list of things that people may expect from their electric company. As I mention each thing, I'd like you to tell me how well you think your electric company performs in this area using a scale of “1” to “7,” where “1” is “poor” and “7” is “excellent.”

Employees who are understanding and courteous, and help customers when they have questions or problems.

	1	2	3	4	5	6	7	Don't Know
C&I	2%	3%	2%	6%	16%	29%	40%	3%
Residential	2%	1%	3%	6%	16%	20%	44%	8%

Providing reliable, high quality service without frequent interruptions.

	1	2	3	4	5	6	7	Don't Know
C&I	1%	1%	3%	5%	14%	35%	41%	0%
Residential	1%	1%	2%	5%	13%	29%	47%	1%

Restoring service quickly after a service interruption

	1	2	3	4	5	6	7	Don't Know
C&I	2%	2%	3%	6%	15%	31%	40%	1%
Residential	2%	1%	3%	5%	16%	27%	43%	3%

Billing statements that are easy to understand and provide useful information

	1	2	3	4	5	6	7	Don't Know
C&I	3%	3%	5%	8%	17%	27%	34%	2%
Residential	3%	3%	4%	7%	17%	23%	41%	2%

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Responding to customer inquiries promptly and efficiently

	1	2	3	4	5	6	7	Don't Know
C&I	3%	2%	4%	8%	19%	27%	34%	2%
Residential	2%	2%	4%	5%	17%	24%	39%	6%

Offering programs and services to help customers control their energy use and the amount of their bills

	1	2	3	4	5	6	7	Don't Know
C&I	6%	5%	7%	10%	23%	20%	20%	7%

Residential not surveyed on this question

Working hard to keep rates as low as possible

	1	2	3	4	5	6	7	Don't Know
C&I	8%	6%	11%	12%	23%	16%	12%	13%

Residential not surveyed on this question

How many times in the past year have you lost power?

	C&I	Residential
1. Once	15%	not surveyed on this question.
2. Twice	22%	
3. Three times	15%	
4. Four times	5%	
5. Five times	6%	
6. Six times	4%	
7. Seven times	1%	
8. Eight times	2%	
9. Nine times	0%	
10. Ten or more times	7%	
11. None	20%	
12. Don't know	4%	

C&I -Thinking of your most recent contact, what was your reason for contacting the company?

	C&I
1. Question about a bill size	6%
2. Arrange extended payment/Avoid service cutoff	0%
3. Question an estimated bill	1%
4. Check/test meter equipment	4%
5. Specific service/repair request	8%
6. Moved/Changed address	4%
7. Inquiry about a program	2%
8. Interruption of power/Problem with electricity	29%
9. No bill received	1%
10. New service installation	16%
11. General inquiry	7%
12. Other	18%
13. Don't know	3%

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Residential – Which of the following best describes your most recent contact with your electric company or its employees?

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|--|-----|
| 1. I called the company with a request or problem | 81% |
| 2. I received a call from the company about a new program or service | 4% |
| 3. The company called me to follow up on a problem or request | 6% |
| 4. The company left a note at my home | 1% |
| 5. (other) | 6% |
| 6. (Don't know) | 3% |

Residential – Specifically, why did you contact your electric company?

- | | |
|--------------------------------------|-----|
| 1. Power Outage | 29% |
| 2. Question on billing | 21% |
| 3. Credit/collection problems | 5% |
| 4. Question about Ameren | 0% |
| 5. Energy conservation | 0% |
| 6. Change/update account information | 8% |
| 7. Meter/Meter reading | 3% |
| 8. Other | 32% |
| 9. Don't know | 0% |

Overall, how satisfied were you with the way your inquiry or request was handled? Were you satisfied, not very satisfied, or not satisfied at all?

- | | C&I | Residential |
|-------------------------|----------------|--------------------|
| 1. Very satisfied | 67% | 63% |
| 2. Somewhat satisfied | 22% | 19% |
| 3. Not very satisfied | 6% | 9% |
| 4. Not satisfied at all | 4% | 8% |
| 5. Don't know | 1% | 1% |